



## Minutes for August 2, 2007

### Old Business:

#### ITAB Report – Bobbie Koelling

Content Management Review – still in progress  
Laptop encryption procedures are in place

#### Web Standards Group

Had a meeting July 31. Discussed the Brown Study results. Still up in the air on defining an online service. Ron mentioned that during a meeting among NASCIO members (State CIOs) other states also did not have a concrete definition for 'online services.' Ron thought it better to err on the side of more services vs. less services. Many agreed. The Web standards group will continue to refine the definition and should have something to share by the next DMD meeting.

#### Listserv/Server Migration Update - Lainie Strange

##### Listserv

The **current Mailman (at OA) lists** will be migrated to MoreNet all at one time (automated), the weekend of September 8-9. The agency contacts and/or list owners will need to contact the list members ahead of that move to let them know about the address change that will take place with the migration that weekend.

The **current Majordomo (at OA) lists** will begin to be migrated (list-by-list between now and Oct. 1) after a test migration has been completed and we've published the new form and instructions. At that point we'll get the agency contacts and list owners involved to start migrating the lists one at a time.

##### Web Server

AGO has volunteered to be the first to move to the MoreNet structure. Meeting will be held August 16 with MoreNet and AGO to outline processes / migration steps, costs, etc.

### New Business:

#### Brown Study Summary: Lynn McKee/Lainie Strange

<http://www.insidepolitics.org/egovt07us.pdf>

Lynn passed out a summary document that he had put together. (summary document at the end of the minutes)  
The summary included MO's scores over the past seven years, comparing MO's scores with the average, and average scores for all seven years.

Areas of special interest: MO scored very high related to section 508 compliance and offering information updates via email subscription compared to the average. We scored somewhat low in the area of comments and the availability of a security policy.

Kevin mentioned that we needed to review the various criteria measured and determine which ones we needed to be concerned with. Is the report promoting the use of user fees? We personally felt user fees are something you should avoid if possible. But realize in some cases, they are hard to avoid.

We are looking into purchasing the raw data from this year's Brown Study to use as a benchmark on what areas we need to focus on. (Update 8/3/07: It has been approved to purchase the Brown Study data, the subcommittee will review and make recommendations on what we can do as a state).

## Architecture Domain Update: Ron Thomas

Ron started by giving an overview of the role of the Architecture Review Committee (ARC) and named all the domain areas. There are currently 357 approved artifacts (including standard/guideline documents) For more information see: <http://www.oa.mo.gov/itsd/cio/enterprisearch.htm>

Most of the documents are guidelines and not standards. The goal is to review all these artifact documents and put more 'teeth' into these documents by identifying those guidelines that could be changed into standards. The documents will then be more enforceable across the state. Central office realizes that there will need to be more top-down buy-in/enforcement as well as increased communication across agencies.

### Agency Projects/Open Discussion:

Conservation – deploying a blog by next week on Conservation site. Using Wordpress. It automatically creates RSS feeds that can then be reused by another Website.

They are also looking into use of Wikis.

Agriculture is deploying a blog, but they are not enabling the comment feature.

Next monthly meeting is **September 6** from 1:30 pm to 3:00 pm in room 500 of the Harry S Truman Building. There will be a presentation by **Tom Levin on the Google search admin interface**.

## Webcasts/eSeminars/workshops related to usability, accessibility or design

### Human Factors International free Webcasts schedule:

August 23, 2007

Top-down usability: How to create a user experience strategy that works

<http://www.humanfactors.com/downloads/webcastschedule.asp>

### Various free Adobe eSeminars through August 28:

[http://www.adobe.com/cfusion/event/index.cfm?event=detail&id=860577&loc=en\\_us](http://www.adobe.com/cfusion/event/index.cfm?event=detail&id=860577&loc=en_us)

### EASI Webinars:

<http://easi.cc/clinic.htm>

### Web Design Conference - Chicago:

<http://www.barrycon.com/conference.php?sid=23&cid=37>

### An Event Apart - Chicago

<http://www.aneventapart.com/events/chicago07/#schedule>

## Missouri's 07 Brown E-Gov Statistics

Missouri's Score/Rank			#1 State's Score		
YEAR	SCORE	RANK		#1 STATE	#1 SCORE
2001	41.2%	25		Indiana	52.3%
2002	46.3%	22		Tennessee	56.0%
2003	39.7%	12		Massachusetts	46.3%
2004	33.0%	38		Tennessee	56.5%
2005	36.5%	40		Utah	62.1%
2006	43.0%	20		Texas	51.7%
2007	42.9%	22		Delaware	65.6%

## Missouri Profiles %

YEAR	Phone	Address	Pubs	Data	Links	Audio	Video	For Lang	PDA	Has Svcs	User Fees
2001	100	100	97	74	63	11	9	3			
2002	100	100	100	52	65	13	4	0			
2003			100	94		13	19	0	0		
2004			97	97		13	13	13	0	52	16
2005			100	65		16	19	6	3	68	6
2006			100	83		38	38	38	0	76	24
2007			97	90		45	45	45	7	93	17

YEAR	E-Mail	Search	Comment	Broadcast	Update	Personalize	W3C/508	Privacy	Security
2001	97	60	9	11	6	0	31	23	6
2002	79	43	0	4	0	0	22	39	
2003	97		26		13	0	59/39	61	26
2004	97		26		13	0	48	68	16
2005	100		13		32	0	71	65	10
2006	97		28		48	3	72	69	69
2007	100		21		62	7	72	59	10

YEAR	Ads	User Fee	Premium Fee	Services	# of Svcs	Credit	Digital Sign
2001	0	0		26			0
2002	0	0	0	22		4	0
2003	0	6	0	42	2.77	16	0
2004							
2005							
2006							
2007							

## 2007 Brown Report

### Compare Missouri's Scores with Top 5 State's Scores

	Pubs	Data	Audio	Video	Foreign Lang	PDA	Services	User Fees
<b>Delaware</b>	100%	89%	32%	36%	82%	0%	96%	79%
<b>Michigan</b>	100%	93%	43%	61%	4%	0%	100%	79%
<b>Maine</b>	100%	90%	23%	39%	81%	3%	90%	81%
<b>Kentucky</b>	97%	93%	24%	34%	14%	0%	93%	69%
<b>Tennessee</b>	100%	89%	18%	54%	25%	0%	96%	46%
<b>Missouri</b>	97%	90%	45%	45%	45%	7%	93%	17%

	Email	Comment	Update	Personalize	Disability	Privacy	Security
<b>Delaware</b>	82%	36%	46%	18%	71%	93%	89%
<b>Michigan</b>	82%	86%	57%	11%	54%	86%	86%
<b>Maine</b>	94%	42%	45%	10%	77%	81%	81%
<b>Kentucky</b>	97%	55%	38%	24%	48%	83%	76%
<b>Tennessee</b>	89%	79%	25%	0%	18%	96%	93%
<b>Missouri</b>	100%	21%	62%	7%	72%	59%	10%

## Compare Missouri's Scores with Average Scores for All States

	<b>Pubs</b>	<b>Data</b>	<b>Audio</b>	<b>Video</b>	<b>Foreign Lang</b>	<b>PDA</b>	<b>Services</b>	<b>User Fees</b>
<b>2007 Average</b>	98%	84%	24%	35%	22%	1%	86%	17%
<b>Missouri</b>	97%	90%	45%	45%	45%	7%	93%	17%

	<b>Email</b>	<b>Comment</b>	<b>Update</b>	<b>Personalize</b>	<b>Disability</b>	<b>Privacy</b>	<b>Security</b>
<b>2007 Average</b>	89%	44%	39%	10%	46%	73%	52%
<b>Missouri</b>	100%	21%	62%	7%	72%	59%	10%

## Average Scores by Year for All States

	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Phone Contact Information</b>	91	94	96					
<b>Address Information</b>	88	93	95					
<b>Links to Other Sites</b>	80	69	71					
<b>Publications</b>	74	93	93	98	98	98	98	98
<b>Databases</b>	42	54	57	80	87	67	82	84
<b>Audio Clips</b>	5	6	6	8	17	12	10	24
<b>Video Clips</b>	4	9	8	10	21	18	28	35
<b>No Online Services</b>	78	75	77	56	44	27	23	14
<b>One Online Service</b>	16	15	12	15	18	11	16	15
<b>Two Online Services</b>	3	4	4	8	11	8	12	13
<b>Three or More Online Services</b>	2	6	7	21	27	54	49	58
<b>Privacy Policies</b>	7	28	43	54	63	69	71	73
<b>Security Policies</b>	5	18	34	37	46	54	63	52
<b>Prohibit Commercial Marketing</b>		12	39	32	40	64	58	64
<b>Prohibit Cookies</b>		10	6	10	16	21	16	32
<b>Prohibit Sharing Personal Info</b>		13	36	31	36	65	54	37
<b>Share Info with Law Enforcement</b>			35	35	39	62	49	50
<b>Use Software to Monitor Traffic</b>		8	37	24	28	46	60	65

<b>W3C Disability Accessibility</b>				33	37	40	43	46
<b>Foreign Language Access</b>	4	6	7	13	21	18	30	22
<b>Ads</b>		2	2	1	9	3	1	1
<b>User Fees</b>		2	2	3	19	2	12	17
<b>Premium Fees</b>			1	0.4	4	0	4	8
<b>Email</b>	68	84	81	91	93	92	92	89
<b>Search</b>	48	52	43					
<b>Comments</b>	15	5	10	24	29	28	46	44
<b>Email Updates</b>	5	9	5	12	24	21	31	39
<b>Broadcast</b>	2	7	4					
<b>Personalization</b>	0	1	2	2	3	3	6	10
<b>PDA Access</b>				1	1	1	1	1